HAWKSBURN

SENIOR EAM CLIENT SERVICE SPECIALIST

JOB SUMMARY

We are seeking a dedicated and motivated Senior EAM Client Service Specialist to join our dynamic team. The Senior EAM Client Service Specialist will play a crucial role in supporting the Relationship Managers in maintaining and nurturing client relationships, driving business growth, and ensuring exceptional customer satisfaction. The ideal candidate will possess excellent communication skills, a strong attention to detail, and a keen interest in financial services.

Location: City Hall / Bugis / Bras Basah
Occupation: Client Account Service Executive
Working Hours: 5-day work week, Mondays to Fridays, from 9.00 am to 6.00 pm

RESPONSIBILITIES

- Execute trades across traditional and alternative asset classes accurately and efficiently, ensuring timely settlement and adherence to internal controls and client instructions.
- Coordinate the onboarding of investment products, accounts, and market documentation with custodian banks and other external service providers.
- Support the end-to-end onboarding of new clients, ensuring all documentation and regulatory requirements are completed accurately and promptly.
- Manage day-to-day operational relationships with custodian banks, brokers, and other service providers to ensure seamless execution of investment transactions.
- Coordinate private market transactions, including capital calls, distributions, subscriptions, redemptions, and related documentation, ensuring timely execution and accurate record-keeping.
- Monitor trade settlements and resolve any trade, settlement, or operational exceptions in collaboration with custodians, counterparties, and internal stakeholders.
- Provide operational and trading support to Relationship Managers and the Investment Team across both liquid and private market investments.
- Maintain accurate client, portfolio, and transaction records, ensuring all documentation is complete and compliant with internal policies and regulatory requirements.
- Liaise with internal teams, including Investment, Compliance, Legal, Finance, and Operations, to facilitate efficient execution of client transactions and investment activities.
- Prepare trade confirmations, portfolio reports, operational reports, and other client-related documentation as required.
- Ensure compliance with regulatory requirements, internal policies, and operational procedures, identifying and escalating operational risks where appropriate.

HAWKSBURN CAPITAL PTE. LTD. (UEN 201118141M)
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- Support process improvements by identifying opportunities to enhance operational efficiency, strengthen controls, and improve the overall client service experience.
- Stay abreast of financial markets, investment products, regulatory developments, and industry best practices to support the team's evolving business needs.

REQUIREMENTS

- Bachelor’s degree in Finance, Business, Economics, or related field.
- Candidates with other degree disciplines and relevant experience in wealth management, investment operations, or client services are also encouraged to apply.
- Strong interpersonal and communication skills, both written and verbal.
- Detail-oriented with the ability to manage multiple tasks efficiently.
- Basic understanding of financial products and investment strategies.
- Ability to work collaboratively in a team environment.
- Ethical and professional demeanor with a commitment to client confidentiality.
- Demonstrated problem-solving and critical-thinking abilities.
- Adaptability and willingness to learn in a fast-paced environment.
- Have finance experience of 2 years or more.

ABOUT YOU

We are looking for a dynamic individual who thrives in a collaborative team environment and is excited about embracing new challenges. The ideal candidate will possess the following qualities:

- Genuinely enjoy working as part of a team and understand the value of collaboration. You are not only willing to share your knowledge and expertise but also keen on learning from others to achieve collective success.
- Change is constant, and we are looking for someone who embraces it with enthusiasm. You are ready to take on new tasks and adapt to evolving situations with a positive attitude.
- Effective communication is key. You have excellent communication skills, both in listening and expressing your ideas, which contribute to a harmonious work environment.
- You have a thirst for knowledge and are committed to personal and professional growth. You actively seek opportunities to expand your skill set and stay current in your field.

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ABOUT HAWKSBURN

Founded in 2011 and based in Singapore, Hawksburn (www.hawksburn.com) is a multi-family office platform comprising of a MAS Licensed fund management company (LFMC). We manage discretionary pools of capital for Ultra High Net Worth Individuals, Family offices and Institutions. We also provide a full suite of services that our clients may call upon to manage their life affairs ranging from accounting, corporate services and tax solutions to global visa and travel services. Hawksburn is an equal opportunity employer with a strong sense of work life balance. The successful candidate will have meaningful exposure to global finance market investments both public and private, while interacting with a truly global client base represented by large family offices and ultra-high net worth individuals.

Interested applicants may submit their updated CVs and cover letter to Ms Lisa Arsad at jobs@hawksburn.com. We regret to inform you that only shortlisted candidates will be notified.

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